

MADERA COUNTY

SHERIFF'S OFFICE ASSISTANT I SHERIFF'S OFFICE ASSISTANT II

DEFINITION

Under supervision (Sheriff's Office Assistant I) or general supervision (Sheriff's Office Assistant II), to perform a variety of specialized secretarial and clerical work in support of the Sheriff's Department; to maintain and update Sheriff's Department warrants and records; to answer the telephone, receive office visitors, and provide information and assistance regarding functions, responsibilities, and policies of the assigned area of the Sheriff's Department; and to do related work as required.

SUPERVISION EXERCISED

Sheriff's Office Assistant I

Exercises no supervision.

Sheriff's Office Assistant II

May exercise technical and functional supervision over lower level staff.

DISTINGUISHING CHARACTERISTICS

Sheriff's Office Assistant I--This is the entry level in the Sheriff's Office Assistant class series. Positions at this level usually perform most of the duties required of the positions at the Sheriff's Office Assistant II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Incumbents perform law enforcement office support work which includes maintaining and updating records, answering the telephone, receiving office visitors, and providing a variety of information. In some cases, duties may also include dispatching officers and emergency equipment. These assignments require the ability to learn Sheriff's Department functions and policies and record keeping methods and procedures. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Sheriff's Office Assistant II--This is the full journey level in the Sheriff's Office Assistant class series. Positions at this level are distinguished from the Sheriff's Office Assistant I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Incumbents perform complex and administrative law enforcement office support work which includes maintaining and updating records, answering the telephone, receiving office visitors, and providing a variety of information. In some cases, duties may include dispatching officers and emergency equipment. These assignments require substantial knowledge of Sheriff Department functions and policies and record keeping methods and procedures. Positions in this class series are flexibly staffed and positions at the II level are normally filled by advancement from the Sheriff's Office Assistant I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Sheriff's Office Assistant II level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

When assigned to any position:

Answers the telephone and receives office visitors; responds to inquiries and requests for information in accordance with applicable laws, codes, and regulations; refers callers and visitors to appropriate staff; maintains, process, and update logs, records, and files pertaining to assigned Sheriff's Department areas; receives, types, copies, sorts, files, and distributes a variety of records, reports, materials, and documents including crime reports, bulletins, memoranda, records, coroner cases, and correspondence; processes applications and issues special permits and licenses; collects fees and issues receipts for monies received; prepares deposit records and reconciliation reports for monies collected; prepares and completes forms; locates, compiles, and prepares information as requested by Department staff, other departments, and outside agencies in accordance with applicable laws, codes, and regulations; compiles and prepares detailed information and statistics for files, cases, and reports; prepares a variety of reports and summaries as assigned; receives, sorts, and distributes mail; performs a variety of office assistance work including extensive record keeping functions; operates a variety of office equipment; operates a computer terminal to input data and retrieve information including entering, confirming, updating, retrieving, and printing documents; operate Department radio and communication equipment.

When assigned to a Field Office:

Reviews and processes daily police reports; disburses copies to appropriate agencies; ensures that served warrants have been properly signed and forwards to appropriate staff; receives counter reports of incidents, obtaining proper information for Deputy Sheriff follow up; fingerprints job applicants and applicants for special permits; maintains report logs and issues report numbers to officers; may dispatch officers and emergency equipment as necessary.

When assigned to Records:

Performs intake of civil and criminal process; performs specialized service of process forms and return finalized packets to the civil or criminal process requestor; receives, sorts, and files fingerprint cards sent from the Corrections Department, Department of Justice, and F.B.I.; completes identifying information on fingerprint records and forwards them to the Department of Justice; reviews and processes applications for concealed weapon permits; administers written exam to applicants; issues and renews concealed weapon permits; processes new warrants and distributes necessary correspondence to inform other agencies and the public of outstanding warrants; receives, logs, enters, and updates warrant information into the computer systems; locates warrants for arrested persons; confirms outstanding warrants with other agencies; prepares warrant summary reports; locates, logs, stamps, and returns warrants recalled by the court; follows up on holds placed to check on status; receives and files "detainer receipts" from prisons confirming holds; receives attempted service abstracts from outside agencies and process and request service; accepts bail monies; reviews files and active and closed warrants to be purged and returned to court; retires served warrants.

When assigned to Detective/NET:

Serves as secretary for an assigned area of the Sheriff's Department relieving the staff of complex clerical and administrative details; prepares transcriptions of tapes of interviews, investigations, and statement; requisitions equipment and supplies for purchasing procedures; maintains expenditure ledgers and information; summarizes expenditure information for a variety of accounts.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Sheriff's Office Assistant I

Knowledge of:

Modern office practices, methods, and computer equipment.
English usage, spelling, grammar, and punctuation.
Basic mathematical principles.
Basic financial and statistical record keeping.

Skill to:

Learn to operate Sheriff's Department computer systems.
Operate modern office equipment including computer equipment.
Type at a rate of 45 words per minutes from clear, legible copy.

Ability to:

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions including those related to records maintenance, police reports, and information release.
Perform a variety of specialized office assistance, records maintenance, and administrative functions.
Update and maintain a variety of Sheriff's Department records and statistics.
Assume responsibility and exercise judgment in a variety of situations, while recognizing scope of authority.
Prepare clear, concise correspondence and reports.
Deal tactfully and courteously with the public and other County staff when providing information about Sheriff's Department records, functions, and policies.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible general office assistance, public contact, and administrative experience.

Training:

Equivalent to the completion of the twelfth grade.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Sheriff's Office Assistant II

In addition to the qualification for a Sheriff's Office Assistant I:

Knowledge of:

Policies, procedures, functions, and regulations of the Sheriff's Department related to the area of assignment.
Laws, rules, and regulations regarding records maintenance, police reports, and information release.

Skill to:

Operate Sheriff's Department computer systems.

Ability to:

Perform a variety of complex specialized Sheriff's Department office assistance, records maintenance, and administrative functions.
Respond to requests and inquiries for information regarding Sheriff's Department policies and procedures.
Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible police records, crime reporting, and administrative experienced comparable to that of a Sheriff's Office Assistant I with Madera County.

Training:

Equivalent to the completion of the twelfth grade.

Madera County
Sheriff's Office Assistant I/II (Continued)

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: May, 1995